1983 ANNUAL REPORT

FARMERS' ADVOCATE

Alberta
AGRICULTURE

OFFICE OF THE

FARMERS' ADVOCATE OF ALBERTA

ANNUAL REPORT

1983

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Honourable LeRoy Fjordbotten,
Minister of Agriculture,
Legislature Building,
Edmonton, Alberta.

The Honourable LeRoy Fjordbotten:

I have the honour to submit the Annual Report of the Farmers' Advocate's activities for the period January 1, 1983 to December 31, 1983.

Sincerely,

HELMUT P. ENTRUP
FARMERS' ADVOCATE OF ALBERTA

February 1, 1984.

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A TEN YEAR REFLECTION

It was eleven years ago on October 26, 1972 that I wrote my letter of acceptance to become the first Farmers' Advocate of Alberta. At the end of the first ten years as Farmers' Advocate it is worthwhile to reflect on whether the experiment was beneficial to the farming community and if it is desirable to pursue the same goals established ten years ago. I cannot help but remember what was intended at that time, as the then Deputy Premier, The Honourable Dr. H. M. Horner, announced "We intend to create an Office where farmers can go to with all their problems and complaints".

Without too much bias on my part I can honestly say that the results of the last ten years show that the Office of the Farmers' Advocate has stood the test and has become an institution that has earned the respect of not only the farming community but also we are told that other segments of our society respect our functions as a fair and common sense office that has the ability to settle disputes and solve problems fairly.

Helping others has certainly been a learning process. In the course of action and decision making we have made unintentional mistakes. We have failed some complainants, we have even annoyed others to the point that law suits have been threatened, and perhaps on some occasions we have yielded where in hindsight we should not have. That is all in the course of action, and action we have never shied away from. We always tried to address ourselves to the problems at hand and make an honest effort to find the truth. Ten years of helping has made us aware of how business, law and government does (and does not) work. Since we have dealt with many problems related to the business world we wish to make some observations:

Many corporations, companies and businesses provide citizens with very useful services, however because of their importance in our society they also enjoy extra-ordinary rights, granted in many cases to serve the collective interest of society. These rights, in some cases, interfere with the rights of the individual.

Taking into consideration the efforts of the law-makers, in other words government, to strike a fair balance to lessen inequities, it is still true that some are more equal than others in their ability to obtain justice and fair treatment in the business world. Because of the high costs often incurred to obtain solicitors in contrast to the lesser amount of the claim under dispute, we have been able to fill that void by providing a service that is not time consuming or expensive, but is easily accessible and fair.

The changes that have taken place in our society have made it a necessity for individuals to find means of coping with the trend of more sophistication and documentation. The day of the handshake is gone and personal acquaintances are limited and in some cases superficial.

This office was created firstly to help and rectify problem situations. Secondly to advise and educate how to adjust to new trends. The results speak for themselves. This office has done its part to not only solve problems but to make the farming community aware of the wisdom of preventing problems and disputes by insisting on their rights under well established rules and how to conduct their business to protect these rights. This in turn has no doubt had an impact on companies. The calibre of agents representing companies in negotiations with land owners has improved because of this awareness and knowledge instituted by the farming community. The majority of land owners take their time to study a proposal and are no longer afraid to make alterations. It can be said that amongst reasonable men there is no need of written contracts and tribunals to interpret the intent of documents, unfortunately many people are not reasonable, particularly if a personal and/or corporate gain is involved. There are many people that do not know their rights or the remedies available to prevent or solve problems, in spite of the activities of our office. That can only mean that the experiment started ten years ago is still needed and is by no means redundant.

However the efforts of myself and my staff would be wasted if we would lose the ability to adapt to the changes that occur almost on a daily basis. The cordial relationship with the farming community and their organizations, all past and present members of the Legislative Assembly, with the many government departments, the print and broadcast media, and the many industries, has made the past ten years a very enjoyable and rewarding experience. Without this cooperation the Office of the Farmers' Advocate of Alberta would not be what it is today.

Besides the many cases that this office has dealt with, there have been some outstanding events that we became involved in, events that can be classified as highlights of our activities.

The first involvement was in cooperation with the Department of Utilities and Telephones to help rural Alberta obtain natural gas. Endless hours of meetings and persuasion were rewarded with results that far exceeded my expectations. The program, even if it had some set backs, is still unmatched anywhere in the world. I am pleased to report that my efforts were recognized by the Federation presenting me with an Honourary Lifetime Membership in the Federation of Alberta Gas Co-ops Ltd.

Another major event that demanded our fullest attention was the preservation of agricultural land in the Camrose - Ryley area. The controversy generated by this situation gave rise to heated debate and a divergence of varying opinions. As Farmers' Advocate I declared openly my opposition to the plans of the Utility Company to place approximately sixty square miles under surface mining operations. The reason for my opposition was the unconvincing evidence at that time that the land would be reclaimed to equal or better than the existing productivity.

With the announcement by the Premier that the Province would not allow such an undertaking and the passing of the Coal Conservation Act, the issue was laid to rest and my involvement no longer required by the farmers in that area.

Another highlight and recognition for this office was the passing of a resolution by the Alberta Association of Municipal Districts and Counties to endorse the services of the Farmers' Advocate in disputes between rural ratepayers and municipalities or municipalities and others. Over the years this has worked out to the benefit of all concerned and many problems have been solved on the basis of mutual respect. I wish to thank the Alberta Association of Municipal Districts and Counties for the cooperation they extended to this Office.

The Alberta Right-of-Way Agreement and Alberta Utility Right-of-Way Agreement used in private negotiations originated in this office and were drafted in a spirit of cooperation between leaders of the farming community and representatives of the oil, gas and utility industries. Our involvement in the target area location for oilwells on farmers' land and the change in policy by the Energy Resources Conservation Board had beneficial effects and has provided farmers with an input in decisions as to where well sites are to be located on agricultural land. The seismic industry, after proper negotiations with the farming community and our office, now uses a standard Alberta Geophysical Permit.

Our activities in the field of surface rights have been beneficial to many thousands of farmers and we are pleased that our input and service has been appreciated.

Last year, 1983, jointly with a representative of the Energy Resources Conservation Board and with the assistance of the M.L.A. for Red Water - Andrew, we managed to convince several companies to undertake a large rehabilitation program of a salt water inundated farm in the Red Water area. This voluntary undertaking by the companies appears to prove that the spirit of the industries is oriented towards reclamation of damaged land and goes a long way towards better understanding between the two major industries.

There have been many more highlights that could be mentioned. It has given us a sense of achievement and the associated good feeling of being able to provide the services expected of us.

Individual problems and concerns continued to be treated with the same diligence evidenced ten years ago at the inception of this office, always keeping in mind the saying "A problem solved is a need provided".

GENERAL COMMENTS:

During 1983 the Office of the Farmers' Advocate of Alberta has continued to respond to the needs of the rural Alberta farming community. Our role as mediator is ever expanding as the other facets of our society that deal with our rural residents have an increased appreciation of the fair and even-handed manner in which we deal in the settlement of disputes.

It is sad to note that the past year has brought to our attention farmers who were in financial difficulties, sometimes receiverships and bankruptcies. While it is beyond the power or function of this Office to be of major assistance to these people, it was gratifying in a limited number of cases to have assisted people by making them more fully aware of their options. In several cases intercession by our Office resulted in families being able to stay in their homes for an indefinite period until other alternatives were defined.

In several cases, following our request, lending institutions put foreclosures on hold for six months to allow the farmer additional time to get his affairs in order. It is only fitting that we express our continued thanks to all those M.L.A.s and farm organizations in the Province that have worked with our Office in the past year for the benefit of all.

OFFICE ADMINISTRATION:

The only change in office administration in the past year has been in the secretarial staff. Munira Juma resigned her position to move to Toronto and she has been replaced by Miss Rosemarie Dobler from the Innisfree-Vegreville area. Rosemarie has brought to the Office considerable office experience along with her rural background.

OFFICE ADMINISTRATION: Cont'd.

In 1983 the Office of the Farmers' Advocate consisted of the following staff members:

Farmers' Advocate of Alberta	Helmut P. Entrup
Assistant to the Farmers' Advocate of Alberta	Bard Haddrell
Executive Assistant to the Farmers' Advocate of Alberta	Cliff Downey
Permanent Secretary	Mary Leach
Permanent Secretary	Rosemarie Dobler

I would like to take this opportunity to thank all my staff for their continued outstanding service which contributes to the efficiency and success of this Office.

SURFACE RIGHTS:

This field continues to be one of our major areas of involvement. July 4, 1983 saw the proclamation of Bill 60, the new Surface Rights Act. The new Bill brought a very satisfactory conclusion to the work of the Select Committee on Surface Rights and included most of its major recommendations.

The fall of 1983 was a very busy period with the Office of the Farmers' Advocate receiving many requests to hold information meetings in rural Alberta to explain the terms of the new Act. The Act has been well received and may eventually cut down the number of applications for right-of-entry made to the Surface Rights Board.

We would like to thank the members of the Surface Rights Board for their participation at many of the informational meetings.

The month of December saw the beginning of a round of meetings between industry and farm groups to forge a new agreement for well sites. It was felt that a new form was desirable to better accommodate the terms of the new Surface Rights Act. The Farmers' Advocate will be in attendance at these meetings to plan an advisory and coordinating role.

The past year also saw a new Federal Pipeline Bill that applies to interprovincial pipelines. This document was Bill C-60 (not to be confused with our Provincial Surface Rights Act, Bill 60).

Some small energy companies leasing well sites from farmers had very difficult times this year and in some cases faced bankruptcy. Because of this situation annual rentals were not paid. The new Surface Rights Act adequately looked after this situation; rentals are paid out of public funds and the debt owing is collected from the company by the Province.

SEISMIC:

The past year has been a busy one in this area as companies searched for those hard to find "pinnacle reef" areas.

During the first three months of 1983 the Farmers' Advocate's Office, in conjunction with industry, the Alberta Surface Rights Federation, and the Department of Energy and Natural Resources, made a tour of the entire Province for the purpose of providing farmers with up-to-date information on matters relating to seismic activity.

The new guidelines for payment, which were the result of consultations between industry and farm groups, were discussed at these meetings so that farmers would have a stronger base from which to negotiate compensation for seismic work.

Disputes over damages continue to occur between farmers and operators, very often the result of not settling beforehand what "reasonable" damage might be or not clearly defining the route to be taken.

The majority of serious complaints over seismic activity still seem to lie in the Western farm belt of Alberta that borders the foothills and mountains. These areas are often natural groundwater discharge areas which are aggravated by drilling and blasting procedures.

This Office takes some satisfaction from the fact that seismic operators, when approaching a farmer for permission to test must present him with an information package consisting primarily of our publication Seismic Operations & Farmers' Rights.

WATER WELL RECOVERY PROGRAM:

This program was instituted in 1978 for the purpose of providing assistance to farmers in the drilling of a new well where the possibility exists that seismic activity has damaged the existing well.

The Farmers' Advocate Office acts as Chairman of this program and in the past year we have received a total of 31 applications and made recommendations to the Minister of Agriculture for payment in excess of $81,000.00.

It would seem that seismography using gravametric methods has not been as disruptive as the conventional drill and blast methods in areas that are potential groundwater discharge areas.

In the past year our Office was successful in obtaining an ex gratia payment for a farmer whose farmstead buildings were completely destroyed over the course of thirty years or more by groundwater discharge resulting from seismic activity. This case had its origin with a previous administration and was a litany of oversights.

Companies are not legally bound to compensate farmers for water well damage if the seismic activity occurred beyond the 180 meter radius prescribed by regulation. Nevertheless, working closely with the Geophysical Branch of the Department of Energy and Natural Resources, the Farmers' Advocate's Office was instrumental in obtaining for the farmer at least partial restitution from the companies involved.

We would like to express our appreciation to the Groundwater Branch of the Department of Environment, the Geophysical Branch of the Department of Energy and Natural Resources, as well as the local Agricultural Development Corporation Chairmen for their assistance. All of the above have provided our Office with the expertise and assistance necessary to accomplish our task.

LIVESTOCK DISASTER AND PREDATOR INDEMNITY PROGRAM:

The Farmers' Advocate's Office continues to be the appeal body to those farmers whose applications have been rejected under these programs.

At present, a farmer's application can be considered for payment by the Livestock Disaster and Predator Indemnity Committee only if the livestock in question cannot be insured at reasonable rates.

In the past year at least two companies have offered livestock insurance rates that are realistic and could be considered to be within everyone's reach. This factor has reduced the Office's work in this area. However, an ever increasing number of appeals are arriving from predator loss, namely from wolves. It would seem that it has become increasingly difficult to raise livestock in Western and Northern areas of the Province.

Many of the appeals concerned cases where the animal had been dead a few days before discovery and, because the carcass was half eaten, the cause of death was difficult to determine. As demonstrated by several of the appeals, coyotes continue to be a problem wherever there are sheep.

The Farmers' Advocate looks with great concern at the difficulties which livestock men are experiencing from predators, not only in the fringe areas of the Province but also in areas that have been settled for two generations.

RURAL MUNICIPALITIES:

Our Office has continued to have a good working relationship with the Municipal Governments in the Province. We are proud of the confidence which the Municipalities have shown in our Office as demonstrated by their willingness to abide by our recommendations.

The work of our Office continues to increase in this area as more disputes arise from people demanding more from their governments. The Farmers' Advocate will continue to mediate when requested by local governments or ratepayers by drawing from its ten years' experience in this area, which is a matter of history.

RURAL CRIME WATCH - BANKRUPTCIES:

Our Office continues to work closely with the R.C.M.P. and the stockmen's groups to encourage the rural crime watch concept.

Evidence comes to light of more scams involving "confidence men" and variations of long-forgotten dodges of one type or another which, in at least one case, was referred to the R.C.M.P. fraud squad.

We have been involved in cases of bankruptcies of grain and livestock dealers who have left the farmers "holding the bag". Sometimes it was a very large empty bag.

Our advice to the farm community in general has been to use a great deal of caution. We have provided assistance to some by being able to put them in touch with the appropriate agencies that monitor the financial health of our institutions.

INFORMATION AVAILABLE:

Revised versions of Negotiating Surface Rights and Seismic Operations & Farmers' Rights are now available from our Office and all extension offices. We have updated these publications to bring them in line with current legislation and regulations.

One of the Office's major efforts this year was the publication of a revised version of Farmers & The Law. Our Office held meetings and coordinated the efforts of the following groups and agencies prior to publication of this document:

Alberta Agriculture: Engineering and Rural Services Division
Animal Health Division
Animal Industry Division
Agriculture Law
Weed Control and Field Services Branch

Alberta Consumer and Corporate Affairs: Real Estate Program

Alberta Environment: Pollution Control

Alberta Treasury: Revenue Administration

Alberta Transportation: Motor Vehicle Branch
Motor Transport Branch
Transportation Safety Branch

Alberta Solicitor General: Law Enforcement Division

R.C.M.P.

This publication has proven very popular and available copies are very quickly picked up by farmers at rural meetings.

MEETINGS - 1983

JANUARY		
7	Water Well Hearings	Olds
10	Surface Rights Seminar	Dixonville
10	Surface Rights Society Meeting	Falher/Smoky River
10	Surface Rights Seminar	Innisfail
10-13	Farm Organization Convention	Edmonton
12	Rural Crime Watch Meeting	Josephburg
17	Geophysical Meeting	Calgary
19	A.A.C.C. Annual Meeting	Edmonton
19	Surface Rights Federation Meeting	Calgary
20	Surface Rights Seminar	Bow River
20	Information Meeting	Lethbridge
24	Surface Rights Seminar	Alix
21	Information Meeting	Calgary
25	Surface Rights Seminar	Rimbey
25	Water Well Hearings	Vegreville
25	Livestock Disaster Meeting	Grande Prairie
27-28	Stockgrowers Association Convention	Medicine Hat
29	Farm Organization Meeting	Calgary

FEBRUARY

1	Livestock Disaster Meeting	Edmonton
2	Surface Rights Seminar	Carrot Creek
3	Geophysical Meeting	Calgary
3	Information Meeting	Brooks
4	Mediation Meeting	Vauxhall
7	Surface Rights Association Annual Meeting	Arrowwood
7, 8, 9	Service Board Conference	Red Deer
7 - 9	Dairymen's Convention	Calgary
10	Water Well Hearings	Vegreville
11	Water Well Hearings	Barrhead
11	Water Well Hearings	Drayton Valley
14	Geophysical Meeting	Calgary
15	Chamber of Commerce Meeting	Two Hills
15	Mediation Meeting	Grande Prairie
18	Geophysical Meeting	Grande Prairie
21	Surface Rights Seminar	Claresholm
22	Surface Rights Seminar	Brandon, Manitoba
22	Surface Rights Seminar	Harmattan Hall (Olds)
22	Surface Rights Seminar	Calgary
23	Geophysical Meeting	Cherhill
24	Geophysical Meeting	Bentley
28	Mediation Meeting	Rimbey

MARCH

1 - 2	I.D. Association Meeting	Edmonton
1	Geophysical Meeting	Calgary
2	Water Well Hearings	Rimbey
4	Surface Rights Seminar	Calgary
8	Mediation Meeting	Thorhild
10	Mediation Meeting	Rimbey
10	Water Well Hearings	Grande Prairie
11	Surface Rights Seminar	Olds
14	Geophysical Meeting	Pincher Creek
14	Geophysical Meeting	Nanton
15	Geophysical Meeting	Taber
15	Geophysical Meeting	Brooks
16	Water Well Hearings	Camrose
16	Geophysical Meeting	Foremost
17	Geophysical Meeting	Strathmore
17	Dairy Board Meeting	Wetaskiwin
21	Geophysical Meeting	Olds
21	Geophysical Meeting	Rocky Mountain House
22	Geophysical Meeting	Drumheller
22	Geophysical Meeting	Stettler
23	Geophysical Meeting	Youngstown
23	Geophysical Meeting	Coronation
24	Geophysical Meeting	Vermilion
25	Geophysical Meeting	Byemoor

MARCH (Cont'd.)

25	Water Well Hearings	Stettler
25	Geophysical Meeting	Castor
28	Geophysical Meeting	Hythe
27 - 30	Municipal Convention	Red Deer
28 - 30	Agricultural Seminar	Banff
29	Geophysical Meeting	Falher
29	Geophysical Meeting	Fairview
30	Geophysical Meeting	Barrhead
30	Geophysical Meeting	St. Paul
31	Geophysical Meeting	Camrose
31	Geophysical Meeting	Warburg

APRIL

7	Land Use Meeting	Edmonton
8	Water Well Hearings	Lloydminister
11	Chemical Application Seminar	Edmonton
13	Geophysical Meeting	Two Hills
14	Information Meeting	Musidora
14	Geophysical Meeting	Taber
18	Geophysical Meeting	Lamont
19	Cattle Commission Meeting	Calgary
19	Livestock Disaster Meeting	Edmonton
19	Water Well Hearings	Medicine Hat
20	Mediation Meeting	Thorhild

APRIL

20	Dairy Pool Annual Meeting	Red Deer
24	Information Meeting	Red Deer
26 - 27	Geophysical Meeting	Calgary
27	Rural Crime Watch Meeting	Rich Lake
29	Mediation Meeting	Camrose

MAY

3	Rural Crime Watch Meeting	Rocky Rapids
3	Rural Crime Watch Meeting	Drayton Valley
4	Mediation Meeting	Coronation
5	Water Well Hearings	Thorhild
6	Mediation Meeting	Legal
6	Mediation Meeting	Smoky Lake
16	Geophysical Meeting	Calgary
20	Mediation Meeting	Dixon Dam
26	Information Meeting	Drumheller
27	Surface Rights Seminar	Vermilion

JUNE

2	Information Meeting	Strathmore
2	Mediation Meeting	Three Hills
7 - 9	Cattle Commission Convention	Red Deer
13	Surface Rights Seminar	Castor/Endiang
17	Water Well Hearings	Thorhild

JUNE

20 - 21	Geophysical Meeting	Calgary
22	Livestock Disaster Meeting	Edmonton
24	Gas Co-op Meeting	Edson
27	Information Meeting	Wainwright
28	Information Meeting	Pincher Creek
28 - 29	R.E.A. Convention	Red Deer

JULY

5 - 8	Agriculture Service Board Tour	Picture Butte
8	Crime Watch Meeting	Canmore
18	Alberta Cattle Commission Meeting	Calgary
22	Field Inspection	Gadsby
25	Field Inspection	Mirror
25	Land Rights Meeting	Lethbridge
28	Crime Watch Meeting	Calgary
29	85-year Rural Celebration of Town	Nanton
31	Surface Rights Seminar	Calgary

AUGUST

2	Information Meeting	Elk Point
10	Water Well Hearings	Grande Prairie
15	Water Well Hearings	Westlock
18	Inspection Tour	Blindman Valley

AUGUST

18	Information Meeting	Sylvan Lake
19 - 21	Land Rights Meeting	Lethbridge
22	Information Meeting	Hanna
24	Information Meeting	Bonnyville
25	Surface Rights Seminar	Bashaw
25	Information Meeting	Ponoka
25	C.P.A. Meeting	Calgary
30	Mediation Meeting	Evansburg

SEPTEMBER

1	Inspection Tour	Bonnyville
6	Inspection Tour	Rollyview
8	Meeting re Land Rights	Lethbridge
21	Water Well Hearings	Smoky Lake
26	Inspection Tour	Red Deer
28	Farm Inspection Tour	Barrhead
28	Information Meeting	Rimbey
29	Farm Inspection Tour	Sangudo
29	Geophysical Meeting	Calgary
30	Water Well Hearings	Pincher Creek

OCTOBER

3	Agrologist Meeting	Calgary
3	Surface Rights Seminar	Calgary
4	Field Inspection	Peers
5	Field Inspection	Smoky Lake
6	Inspection Tour	Redwater
7	Water Well Hearings	Grande Prairie
12	Farm Organization Meeting	Redwater
17	Surface Rights Seminar	Rimbey
18	Land Use Meeting	Lethbridge
19 - 20	Surface Rights Seminar	Calgary
20	Surface Rights Seminar	Byemore
20	Field Inspection	Peers
24	Occupation Agreement Meeting	Calgary
26	Surface Rights Seminar	Stettler
27	Water Well Hearings	Stettler
27	Surface Rights Seminar	Wetaskiwin
28	Water Well Hearings	Thorhild
28	Dairy Pool Meeting	Red Deer
31	Milk Producers Meeting	Lethbridge

NOVEMBER

1	Mediation Meeting	Calgary
1	Surface Rights Seminar	Bellis
1 - 3	A.D.C. Convention	Edmonton
3	Surface Rights Seminar	Vermilion
4	Surface Rights Seminar	Three Hills
7	Surface Rights Seminar	Fawcett Hall (Westlock)
7	Surface Rights Seminar	Turner Valley
9 - 12	International Right-of-Way Association Seminar	Banff
14 - 18	A.A.M.D. & C. Convention	Edmonton
14	Surface Rights Seminar	Lac La Biche
15	Surface Rights Seminar	Round Hill
15	Geophysical Meeting	Calgary
18	Surface Rights Seminar	Keephills
21	Surface Rights Seminar	Harmattan Hall (Olds)
21	Surface Rights Seminar	High Prairie
21 - 23	Gas Co-op Meeting	Edmonton
23	Petroleum Association Meeting	Calgary
24	Surface Rights Seminar	Edson
24	Surface Rights Seminar	Evansburg
24	Surface Rights Seminar	Spirit River
25	Surface Rights Seminar	Rycroft
28	Surface Rights Seminar	Drumheller

NOVEMBER

29	Surface Rights Seminar	Killam
29	Surface Rights Seminar	Wainwright
29 - 30	Gas Co-op Convention	Red Deer

DECEMBER

1	Surface Rights Seminar	Vulcan
1 - 2	Gas Co-op Convention	Red Deer
2	Surface Rights Seminar	Camrose
5	Surface Rights Seminar	Cottonwood Hall
5 - 7	Cattle Commission Convention	Edmonton
7	Field Inspection	Ponoka
7	Surface Rights Seminar	Oyen
8	Surface Rights Seminar	Hanna
12 - 14	Stock Growers Convention	Banff
13	Milk Producers Meeting	Lethbridge
12	Surface Rights Seminar	Manning
13	Surface Rights Seminar	Calumet Hall/Arrowwood
14	Water Well Hearings	Wetaskiwin
19	Surface Rights Seminar	Champion
26	Field Inspection	Rimbey
28	Field Inspection	Rimbey

TOTAL NUMBER OF MEETINGS ATTENDED 203

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES

100-1/83-1	Compensation sought from oil company for inconvenience	Referred to Department Concerned
83-2	Information sought on rental review and arrears	Rectified
83-3	Compensation sought from mineral company for damages	Required Litigation
83-4	Seeks appeal from Surface Rights Board for compensation granted by oil company	Assistance Rendered
83-5	Feels compensation for damages and inconvenience from oil spill unreasonable	Under Investigation
83-6	Seeks information on the sweetening facility proposed by oil company	Information Provided
83-7	Seeks compensation from oil company for poorly reclaimed land	Abandoned
83-8	Seeks compensation from oil company for damages on pipeline right-of-way	Assistance Rendered
83-9	Seeks help in getting the difference for damages between the previous and new price	Information Provided
83-10	Dissatisfied with oil company's option to lease natural gas and removal of caveat	Rectified
83-11	Seeks help in obtaining one year's rental from oil company	Rectified
83-12	Seeks help in obtaining one year's rental from oil company	Rectified

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES (Cont'd.)

100-1/83-13	Difficulties with oil company re negotiations	Information Provided
83-14	Seeks information concerning rights of farmers on wellsite location and compensation	Information Provided
83-15	Seeks compensation from oil company for damages	Assistance Rendered
83-16	Seeks compensation from oil company for damages and inconvenience	Rectified
83-17	Seeks review of annual rental from petroleum royalties	Rectified
83-18	Seeks compensation for damages	Abandoned
83-19	Seeks compensation for damages and crop loss	Assistance Rendered
83-20	Seeks compensation from oil company for damages and inconvenience	Rectified
83-21	Seeks review of annual rental by oil company	Rectified
83-22	Seeks compensation from county for damages	Rectified
83-23	Seeks compensation for damages and annual rental	Information Provided
83-24	Seeks compensation from oil company for damages	Rectified
83-25	Seeks compensation from oil company for damages	Required Litigation
83-26	Seeks compensation from oil company for damages and crop loss	Rectified

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES (Cont'd.)

100-1/83-27	Seeks compensation from oil company for damages and crop loss	Rectified
83-28	Dispute over compensation for damages	Information Provided
83-29	Seeks compensation for damages from installation of natural gas pipeline	Rectified
83-30	Seeks compensation for crop loss	Rectified
83-31	Seeks assistance negotiating for crop damages	Abandoned
83-32	Seeks information re Arbitration Order on oil well prior to 1972	Assistance Rendered
83-33	Seeks compensation for damages and inconvenience	Under Investigation
83-34	Seeks review of annual rental by oil company	Assistance Rendered
83-35	Seeks information on rental increase on pre-1972 well site lease	Information Provided
83-36	Complaint re non-payment of annual compensation	Rectified
83-37	Disputes certain clauses in Release Form	Information Provided
83-38	Seeks review of annual rental	Information Provided
83-39	Seeking upgrading of annual compensation	Information Provided
83-40	Seeks annual compensation for pipeline right-of-way from utility company	Assistance Rendered

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES (Cont'd.)

100-1/83-41	Problem with claim for construction of pipeline	Information Provided
83-42	Oil well on wrong section of land	Information Provided
83-43	Wants higher annual compensation	Information Provided
83-44	Transmission line above ground installation	Rectified
83-45	Separated wife wants compensation from husband for oil well revenue	No Jurisdiction
83-46	Debris not removed from dry gas well	Information Provided
83-47	General Enquiries	Information Provided
83-48	Wants to settle remaining damages on pipeline right-of-way	Rectified
83-49	Request for annual rental increase	Information Provided
83-50	No royalties received for gas well	Information Provided
83-51	No response to request for company to renegotiate surface lease	Assistance Rendered
83-52	Seeking compensation for damage to house caused by construction of pipeline	Rectified
83-53	Information required on right-of-way	Information Provided
83-54	Dispute with oil company over settlement	Under Investigation

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES (Cont'd.)

100-1/83-55	Request help for receiving more compensation for damages	No Jurisdiction
83-56	Information on annual compensation	Information Provided
83-57	Surface lease problems	Under Investigation
83-58	Wants to renegotiate surface lease agreement for existing access roads	Information Provided
83-59	Problems with oil company - no contracts, compensation	Assistance Rendered
83-60	Oil company not complying with agreement signed	Information Provided
83-61	Unaware of compressor site when signing agreement for compensation	Under Investigation
83-62	Not agreeable on settlement for compensation	Under Investigation
83-63	Loss of shelter belt and cattle caused by pipeline	Under Investigation
83-64	Wishes to review rental agreement with oil company	Unable to Assist
83-65	Wants compensation for damages caused by oil company	Assistance Rendered
83-66	Seeks compensation for damages caused by pipeline on land	Under Investigation
83-67	Seeks help with problems on gas well lease	Under Investigation
83-68	Seeks assistance with mineral lease	Assistance Rendered
83-69	Disagreement with exploration company on waterline replacement	Assistance Rendered

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES (Cont'd.)

100-1/83-70	Has not received receipt of renegotiation of wellsites	Under Investigation
83-71	Billing company for compensation not received	Under Investigation
83-72	Seeks compensation for crops walked on by oil company personnel	Under Investigation
83-73	Wants help in collecting fees from oil company for expenses	Under Investigation
83-74	Irrigation canal plugged, caused by pipeline construction	Under Investigation
83-75	Seeks compensation for damages caused by drilling liquid	Under Investigation
83-76	Dispute concerning location of right-of-way	Under Investigation
83-77	Mineral rights were not transferred from mother to daughter	Assistance Provided
83-78	Unable to collect lease monies from oil company	Under Investigation
83-79	Dispute over pipeline location	Unable to Assist
83-80	Renegotiation of lease	Under Investigation
83-81	Power company using oil company easement for powerlines	Rectified

LAND USE - SURFACE RIGHTS - WELLS - PIPELINES (Cont'd.)

100-1/83-82	Grievances with oil company	Under Investigation
83-83	Dispute over settlement for damages	Assistance Rendered

LAND USE - SURFACE RIGHTS - POWERLINES

100-2/83-1	Dissatisfied with cost of new hook-up, too expensive	Information Provided
83-2	Request for payment for inconvenience and damage	Not Justified
83-3	Misunderstanding with utility company	Rectified
83-4	Seeks compensation for damages caused by power company	Under Investigation
83-5	Seeks compensation for damages caused by utility company	Under Investigation

LAND USE - SURFACE RIGHTS - HIGHWAYS - ROADS

100-3/83-1	Seeks review of annual rental paid for access roadway	Assistance Rendered
83-2	Seeks information on agreement regarding backsloping by Municipal District	Information Provided
83-3	Seeks clean-up of brush to roadway	Information Provided
83-4	Seeks compensation for damages with construction of county road	Rectified
83-5	Wants access road built east of house	Rectified
83-6	Objects to survey done on secondary road	Abandoned
83-7	Seeks compensation for damages due to road construction	Information Provided
83-8	Requests widening of highway on east side only	Rectified
83-9	Seeks compensation for damages due to road widening	Information Provided
83-10	Matter of access to property which has been cut off because of a subdivision	Information Provided
83-11	Petition from ratepayers asking for taxes to be used for improving roads	No Jurisdiction
83-12	Seeks compensation from municipal district for rock picking	Rectified
83-13	Seeks compensation from county for road diversion	Assistance Rendered

LAND USE - SURFACE RIGHTS - MINERALS

100-4/83-1	Seeks information concerning mineral rights	Information Provided
83-2	Non-payment of annual compensation for mineral rights	Assistance Rendered
83-3	Seeks information concerning mineral rights	Information Provided
83-4	Seeks information regarding leasing of mineral rights	Information Provided
83-5	Seeks help acquiring money involved in removal of caveat	Information Provided
83-6	Oversight in transferring mineral rights in land deal	Assistance Rendered
83-7	Seeks help obtaining payment of royalties	Assistance Rendered

LAND USE - SURFACE RIGHTS - GENERAL - SEISMIC

100-5/83-1	Seeks compensation for damage due to seismic	Under Investigation
83-2	Feels Government should share oil revenue with citizens	Information Provided
83-3	Seeks compensation for damages and default on yearly rental	Referred to Department Concerned
83-4	Dissatisfied with surface lease annual rental increment	Referred to Department Concerned

LAND USE - SURFACE RIGHTS - GENERAL - SEISMIC (Cont'd.)

100-5/83-5	Complaint re unfairness of land agent and withdrawing of caveat	Rectified
83-6	Seeks upgrading of annual compensation on surface lease	Information Provided
83-7	Oil company causes damages and strays off lease	Information Provided
83-8	Seismic blasting causes flooding	Rectified
83-9	Extensive damage caused by seismic	Assistance Rendered
83-10	Seeks information concerning surface rights contract	Information Provided

REAL PROPERTY - LAND PROBLEMS

110-1/83-1	Objects to campsite being constructed on former ferry site	Assistance Rendered
83-2	Dispute over price of land	Rectified
83-3	Complaint incorrect acreage listed on title	Referred to Department concerned
83-4	Seeks help in deferring capital gains tax on forced land sale	Assistance Rendered
83-5	Problems with neighbour over sale of land	Information Provided
83-6	Seeks information concerning loss of farm land	Referred to Department concerned

REAL PROPERTY - LAND PROBLEMS

110-1/83-7	Dispute over price of land	Rectified
83-8	Disputes tax assessment on farm land	Rectified
83-9	Seeks help negotiating new grazing lease	Unable to Assist
83-10	Seeks information covering easement on land	Information Provided
83-11	Dispute over land reclamation	Information Provided
83-12	Seeks removal of buildings and chattels from land sold by tender	Required Litigation
83-13	Feels land incorrectly assessed	Information Provided
83-14	Seeks compensation for inconvenience as a result of objections to expansion of town	Unable to Assist
83-15	Mortgage problem forwarded for review	Referred to Department Concerned
83-16	Problems with town running storm sewer against farmer's land	Under Investigation
83-17	Pipeline in area makes flooding worse	Referred to Department concerned
83-18	Gasline removal problems deposited rocks on land by neighbour	Rectified
83-19	Erosion problems caused by drainage ditch	Under Investigation

REAL PROPERTY - LAND PROBLEMS (Cont'd.)

110-1/83-20	Thought they were eligible for 100% funding program but didn't follow proper procedure to collect	Unable to Assist
83-21	Not agreeable to paying taxes for gas well lease to county	Under Investigation

REAL PROPERTY - TRESPASS

110-3/83-1	Geophysical company trespassed on land causing damage	Rectified
83-2	Seeks damages due to trespass and wants cable removed	Information Provided
83-3	Seeks compensation for water taken by trespass on land	Assistance Rendered

REAL PROPERTY - EXPROPRIATION

110-4/83-1	Municipality claims they have title to land, owners say no	Information Provided

ENVIRONMENT - FLOODING

120-1/83-1	Flood problems created by county installing too small a culvert	Rectified
83-2	Disputes installation of a drainage scheme	Information Provided
83-3	Seeks compensation for flooding damages	Under Investigation
83-4	Concerned with the cause of flooding of agriculture lands	Assistance Rendered
83-5	Seeks compensation for damages due to cleaning up of former ditch	Unable to Assist
83-6	Flooding of land	Assistance Rendered
83-7	Flooding caused by inadequate channeling of creek	Assistance Rendered
83-8	Flooding caused by blocking of bridge	No Jurisdiction
83-9	Problem with city and oil company	Rectified
83-10	Feels road construction created drainage problem	Abandoned
83-11	Complains county's placement of culvert causing drainage problems	Abandoned
83-12	Complaint regarding county's handling of drainage problem	Abandoned
83-13	Flooding from village lagoon	Under Investigation
83-14	Drainage problem after new secondary road built	Assistance Rendered

ENVIRONMENT - FLOODING (Cont'd.)

120-1/83-15	Flooding, wants natural run cleaned out so it can flow to river	Under Investigation
83-16	Flooding of hay pasture caused by culvert being unplugged	Under Investigation

ENVIRONMENT - WATER WELL DAMAGE

120-2/83-1	Village polluted water well by releasing lagoon improperly	Assistance Rendered
83-2	Complaint regarding gas problems in water well	Information Provided
83-3	Seeks compensation for damages to water well by seismic	Information Provided
83-4	Seeks compensation for damages to water well by seismic activity	Information Provided
83-5	Seeks compensation for expenses incurred in replacing damaged well	Under Investigation
83-6	Loss of production of water well caused by geophysical	Under Investigation

ENVIRONMENT - HAIL - RAIN - WIND - POLLUTION

120-4/83-1	Seeks help in reviewing insurance plan	Information Provided
83-2	Seeks compensation for frozen rape from insurance company	Information Provided
83-3	Seeks compensation for crop loss due to chemical application	Unable to Assist
83-4	Seeks compensation for crop loss due to chemical application	Unable to Assist
83-5	Complaint regarding malperformance of chemical on crop	Unable to Assist
83-6	Complaint regarding chemical damage to windbreak	Assistance Rendered
83-7	Complaint regarding chemical damage to crop	Unable to Assist
83-8	Request to consider late application for disaster drought assistance	Information Provided
83-9	Dissatisfied with insurance company handling of hail damaged crop	Information Provided

AGRICULTURE - LIVESTOCK

130-1/83-1	Animals tanked, farmer disputes condemnation	Information Provided
83-2	Dairy quota suspended until farm condition improves	Unable to Assist
83-3	Complaint re non-receipt of grading slip from packing company	Information Provided
83-4	Disputes grading of steer by packing company	Unable to Assist
83-5	Seeks compensation for injury to horses	Assistance Rendered
83-6	Seeks compensation for injury to horse by hunters	Rectified
83-7	Seeks compensation for calves that died due to ingestion of caustic soda	Unable to Assist
83-8	Problems with government for getting reimbursement for butchered livestock	Rectified
83-9	Inspector impounded cattle in neighbour's field	Assistance Rendered
83-10	Loss of heifer caused by stabbing in neck with knife	Under Investigation

AGRICULTURE - FENCES

130-2/83-1	Seeks compensation for destroyed fence	Assistance Rendered
83-2	Wants fence built around wellsite to protect cattle	Referred to Department Concerned
83-3	Seeks damages and accrued interest due to negligence by railway company on fence repair	Rectified
83-4	Dispute with adjoining property owners	Information Provided
83-5	Objecting to fence being built on roadway on correction line	Information Provided
83-6	Dispute between three neighbours because of fence line	Information Provided
83-7	Neighbour refuses to help build fence	Information Provided
83-8	Wants information on fence act	Information Provided
83-9	Unsatisfied with neighbours neglect to fence property	Assistance Rendered

AGRICULTURE - FARM MACHINERY

130-3/83-1	Problems with tractor repairs on warranty	Rectified
83-2	Problems with tractor repairs	Referred to Department Concerned
83-3	Problems with combine repairs on warranty	Referred to Department Concerned
83-4	Complaint re poor quality of service	Referred to Department Concerned
83-5	Farm machinery impounded as result of receivership	Rectified
83-6	Farm machinery impounded as result of receivership	Rectified
83-7	Problem with vibration in combine	Under Investigation
83-8	Warranty problem with lawn & garden centre	Information Provided
83-9	Warranty problems	Referred to Department Concerned
83-10	Wants to obtain federal rebate on power steering pump	Referred to Department Concerned
83-11	Wants minor problems with combine rectified	Referred to Department Concerned
83-12	Problems with tractor	Referred to Department Concerned

AGRICULTURE - BUILDING PROBLEMS

130-4/83-1	Farmer complains wrong steel building shipped to him	Required Litigation
83-2	Request return of deposit on steel building	Unable to Assist
83-3	Seeks help acquiring insurance for the collapse of honey house	Unable to Assist
83-4	Dispute with steel building company	Under Investigation

NATURAL GAS CO-OPS - INFORMATION

140-1/83-1	Negotiations on settlement between gas company and farmer	Assistance Rendered
83-2	Seeks information concerning gas pipeline	Information Provided

NATURAL GAS CO-OPS - PROBLEMS

140-2/83-1	Feels compensation for crop damage insufficient	Assistance Rendered
83-2	Seeks compensation for damages due to pipeline installation	Assistance Rendered
83-3	Seeks compensation for damages done by Gas Co-op	Assistance Rendered
83-4	Gas Co-op charging for unused gas and installation	Unable to Assist
83-5	Leaking gas line and being billed for gas not consumed	Unable to Assist
83-6	Conflict between farmer and Gas Co-op	Not Justified

GENERAL PROBLEMS - GENERAL REQUESTS

150-1/83-1	Feels county's tax assessment unreasonable	Information Provided
83-2	Deplores health unit's unethical investigation of sewer system	Abandoned
83-3	Seeks help negotiating for damages due to chemical application to crop	Rectified
83-4	Damages on off-lease spray of chemicals	Rectified
83-5	Disputes grading of grain by grain agent	Information Provided
83-6	Seeks information re spouse's rights in farming operation	Information Provided
83-7	Seeks compensation from Workmens' Compensation for tree falling on head	Assistance Rendered
83-8	Seeks assistance in liquidating assets to pay loan	Assistance Rendered
83-9	Dispute with father over payment of loan	Information Provided
83-10	Feels milk shipment incorrectly reported	Unable to Assist
83-11	Problems concerning reinstallation of culvert across road	Assistance Rendered
83-12	Seeks help alleviating marketing board dispute	Rectified

GENERAL PROBLEMS - GENERAL REQUESTS (Cont'd.)

150-1/83-13	Seeks release of equity	Information Provided
83-14	Seeks help acquiring stall in Farmers' Market	Unable to Assist
83-15	Complaint re unnecessary frontage tax	Referred to Department Concerned
83-16	Seeks information regarding subsidy by Government	Information Provided
83-17	Disputes receivership proceedings	Information Provided
83-18	Seeks compensation for damages due to fire	Assistance Rendered
83-19	Disputes capital gains assessment	Under Investigation
83-20	Quota problem with Dairy Control Board	Referred to Department Concerned
83-21	Concerns regarding drilling of well	Abandoned
83-22	Drainage ditch not properly cleaned	Information Provided
83-23	County right-of-way prevents cattle from access to creek	Under Investigation
83-24	Financial problems	Under Investigation
83-25	Not agreeable with mortgage payout penalty charges	Assistance Rendered
83-26	Beavers cause drainage problems	Information Provided
83-27	Enquiries concerning water line easement	Assistance Rendered

GENERAL PROBLEMS - GENERAL REQUESTS (Cont'd.)

150-1/83-28	Problems with government in completing drainage ditch etc.	Rectified
83-29	Not happy with drilled water well	Not Justified
83-30	Protesting against removal of trestle	Rectified
83-31	Wants extension of gas service to irrigation load completed this fall	Rectified
83-32	Dissatisfied with wording of sewer line easement	Assistance Rendered
83-33	Farmer unknowingly built home on county land	Information Provided
83-34	Seeking compensation for damages caused by dump fire	Under Investigation
83-35	Letter of complaint regarding highway patrol	Assistance Rendered
83-36	Questions regarding financing arrangements on farm	Information Provided
83-37	Enquiry concerning mines and minerals royalties	Information Provided
83-38	Trees killed by herbicides used	Information Provided
83-39	Request to have natural run-off come into own dugout	Rectified
83-40	Seeks help in obtaining natural gas	Rectified
83-41	Needs help in ensuring proper job done on construction of canal	Rectified
83-42	Needs assistance in getting insurance claim	Information Provided

GENERAL PROBLEMS - GENERAL REQUESTS (Cont'd.)

150-1/83-43	Seeks Assistance, bank is foreclosing	Unable to Assist
83-44	Objects to subdivision of land	Information Provided
83-45	Problems concerning rapeseed contract	Assistance Rendered
83-46	Information on possibilities for annual compensation	Information Provided
83-47	Because of road construction, shelterbelt damaged	No Jurisdiction
83-48	Opposed to assessment of taxes on low lands	Information Provided
83-49	Objects to freight pooling policy of dairy pool	Under Investigation
83-50	Not agreeable to amount of taxes being charged by county	Under Investigation
83-51	Wants compensation for land turned into migratory area	Under Investigation
83-52	Problems with paying an advance to Wheat Board	Information Provided
83-53	Seeks assistance in solving milk problem with Dairy Pool	Under Investigation
83-54	Damage occurring to property because of power line	Under Investigation
83-55	Dispute over ownership of farm sloughs	Information Provided
83-56	Problems with rapeseed company	Under Investigation
83-57	Wants dugout left by oil company filled in	Under Investigation

RURAL ELECTRIFICATION PROBLEMS

160-1/83-1	Complaint over negotiations on sale of R.E.A.	Assistance Rendered
83-2	Wants policy dispute resolved	Under Investigation
83-3	Problems with R.E.A. Association	Under Investigation
83-4	Complaint concerning rate increase in utility consumption	Under Investigation

SOURCE OF COMPLAINTS BY LOCATION

ACME	2	BROOKS	2
ALDER FLATS	2	BUCK CREEK	1
ALDERSYDE	3	BUCK LAKE	1
ALHAMBRA	1	BYEMOOR	1
ALIX	1	CALGARY	1
ANDREW	1	CALMAR	3
ARDROSSAN	1	CAMROSE	2
ARROWWOOD	1	CARSTAIRS	1
ATHABASCA	2	CASTOR	1
BASHAW	3	CHAUVIN	1
BAWLF	1	CLARESHOLM	1
BEAR CANYON	1	CLEARDALE	1
BEAVERLODGE	2	CLIVE	1
BELLIS	2	CLYDE	1
BENALTO	1	CORONATION	1
BENTLEY	3	COWLEY	1
BERRYMORE	2	CROSSFIELD	1
BIG VALLEY	1	DAYSLAND	1
BLACKFOOT	1	DEVON	1
BLUFFTON	5	DEWBERRY	1
BONNYVILLE	1	DONALDA	1
BOW ISLAND	1	DRAYTON VALLEY	3
BOYLE	1	DRUMHELLER	2
BRETON	2	DUFFIELD	3

SOURCE OF COMPLAINTS BY LOCATION (continued)

EAGLESHAM	4	HIGH LEVEL	1
ECKVILLE	1	HIGH PRAIRIE	1
EDGERTON	1	HALIFAX, N.S.	1
EDMONTON	7	HINES CREEK	1
EDSON	1	HOLDEN	1
ENDIANG	1	INNISFAIL	1
ERSKINE	1	IRMA	2
EVANSBURG	2	IRON RIVER	1
FAIRVIEW	3	JAMES RIVER BRIDGE	1
FAWCETT	1	JEAN COTE	1
FLATBUSH	1	KELSEY	1
FORESTBURG	2	LAC LA BICHE	2
FORT ASSINIBOINE	1	LACOMBE	4
FORT SASKATCHEWAN	2	LA COREY	1
FORT VERMILION	2	LAMONT	1
GADSBY	1	LEDUC	3
GLENEVIS	1	LEEDALE	1
GRANDE PRAIRIE	4	LEGAL	2
GRIMSHAW	1	LETHBRIDGE	2
GUNN	1	LUNDBRECK	1
GWYNNE	1	MANNING	1
HALKIRK	1	MANNVILLE	2
HANNA	2	MAYERTHORPE	1
HAY LAKES	2	MEDICINE HAT	2
HEISLER	2	MILK RIVER	1

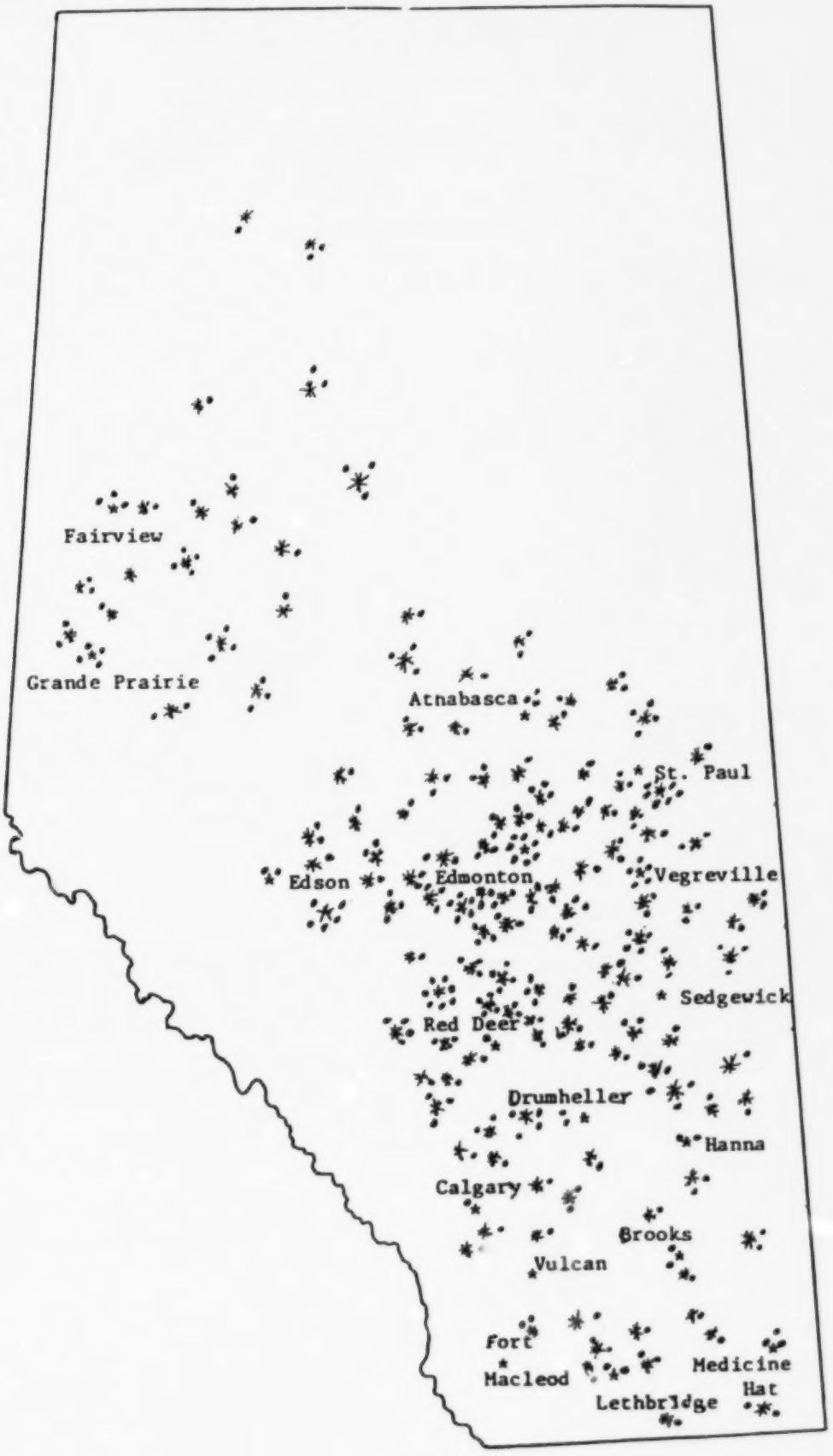
SOURCE OF COMPLAINTS BY LOCATION (continued)

MILLET	1	ROLLY VIEW	1
MILO	1	ROSEMARY	1
MIRROR	1	RYCROFT	2
MOSSLEIGH	1	RYLEY	1
NAMPA	1	ST. ALBERT	2
NEERLANDIA	1	ST. ISIDORE	1
NEW SAREPTA	2	SANGUDO	1
NITON JUNCTION	1	SEVEN PERSONS	1
OKOTOKS	1	SEXSMITH	1
ONOWAY	3	SILVER VALLEY	1
OTTAWA, ONTARIO	1	SLAVE LAKE	1
PATRICIA	1	SMOKY LAKE	1
PEACE RIVER	1	STETTLER	2
PEERS	2	STROME	1
PLAMONDON	1	SUNDRE	3
PONOKA	4	SUNSET HOUSE	1
PENTICTON, B.C.	1	SYLVAN LAKE	2
REDCLIFF	1	TABER	2
RED DEER	1	THORHILD	1
REDWATER	3	THORSBY	5
RIMBEY	7	THREE HILLS	4
ROCKYFORD	1	TILLEY	1
ROCKY MOUNTAIN HOUSE	4	TOMAHAWK	2
ROLLING HILLS	1	TURIN	1

SOURCE OF COMPLAINTS BY LOCATION (continued)

TURNER VALLEY	1
TWO HILLS	1
VALLEYVIEW	4
VAUXHALL	1
VEGA	1
VEGREVILLE	5
VERMILION	2
VIKING	4
VILNA	7
VICTORIA, B.C.	1
VANCOUVER, U.S.A.	1
WANHAM	1
WARDLOW	1
WARSPITE	1
WASKATENAU	1
WESTEROSE	2
WESTLOCK	2
WETASKIWIN	2
WHITECOURT	1
WILLINGDON	1
WINTERBURN	1

SOURCE OF COMPLAINTS BY LOCATION



CASE SUMMARIES

110-1/78-31

Conflict arose between a farmer and two resource companies over damage that had occurred over a period of thirty years due to salt water spills on his land.

Wells on his land had also been used for a number of years strictly for the purpose of salt water disposal. The end result of their activities was almost total destruction of soil productivity over a major portion of a quarter section.

The Farmers' Advocate's Office was instrumental in bringing all parties concerned to the bargaining table. These negotiations resulted in the resource companies installing a complete tile drainage system on the farm in question.

It was to the resource companies' credit that through the years they had annually compensated the farmer for his loss of production on the acreage in question.

The farmer was very happy with the drainage project and there is little doubt that in future years his farm's productive capacity will be increased.

100-5/83-8

A farmer from Central Alberta brought to our Office a tale of woe, supported by documentation that went back thirty years or more to another provincial administration.

It seems that seismic activity began on his farm in the late forties. In the early fifties a seismic shot hole was left flowing on the road adjacent to his farmstead for two years before being plugged. Further seismic activity resulted in water coming to the surface at many locations in his yard. Frost, interacting with the water discharge then destroyed his house basement and all building foundations. Over a period of ten to fifteen years he had to completely tile drain his yard and install extensive drainage works as well as rebuild all his buildings.

100-5/83-8 Cont'd.

Professional opinion was on file that the water problem was caused by the fracturing of underground strata by seismic blasting. However, no blame was ever affixed to seismic operators through the years.

The Farmers' Advocate's Office investigated this case extensively and brought it to the attention of the Minister of Agriculture. The Minister subsequently recommended that an ex gratia payment be made to the farmer based on his documented costs for installing the drainage system.

100-1/82-2

We were contacted by a complainant who indicated that a pipeline company had installed two pipelines, one a year prior, the other one two years prior to the date of the letter to this Office. He had not received any damage compensation whatsoever as a result of the pipeline installation, however he, on numerous occasions, contacted the company requesting damage settlement.

We contacted the company in question and explained the circumstances surrounding the case. They agreed to pay the farmer's original demand although they refused to pay any interest on the monies outstanding. Again we contacted the company and explained to them that the delay involved was not a result of the farmer but of the company and that we felt interest should be forthcoming.

After reconsidering, the company did pay the amount of $550.00 as payment in full for interest owed.

100-1/82-5

The complainants maintained that an oil company did not properly reclaim a pipeline right-of-way. The oil company took the opposite view. It was obvious that some remedial action was necessary by the oil company. The oil company maintained that this remedial action was not necessary to the degree indicated by the farmer.

An on-site inspection was held with the oil company, the farmer, and this Office. The right-of-way in question was walked. Rocks, add-mixing of topsoil, and weed growth were noted. A payment was suggested to be made to the landowner by the oil company to have the landowner rectify the problem. This was agreeable to both parties.

150-1/82-37

The complainant contacted this Office indicating that a tanker truck containing oil tipped over contaminating his land. Approximately 500 gallons of oil ran from the load into a slough and consequently onto the farmer's land. The majority of the oil was burned off however in association with the burn-off, fence posts and bales of hay were also damaged. The company maintained that the problem had been rectified and that no damages should be forthcoming.

An on-site inspection was held between the trucking company, this Office, and the farmer. The damages were obvious and it was recommended that additional cultivation of the area would be necessary to enhance further development of the natural grass in the spill area and that under natural environmental progression, the land would no doubt recover.

The trucking company agreed to pay a specific amount to the farmer and monitor any future crop damages if and when they occurred. The complainant was satisfied and the matter was settled.

100-1/83-2

The complainant contacted his company indicating that he had not received his annual well site rental for 1981-82. We contacted the company who indicated that they had been advised that all payments were to be made to the lending corporation who held the mortgage on the land in question. The farmer maintains that the mortgage had been paid out and consequently all payments should have been made to him. The company refused to do so until such time that they had been properly notified.

We contacted the lending corporation and saw that a letter was sent directly to the oil company stating the mortgage had been retired and that all future payments are now to be made directly to the complainant.

100-1/83-16

The complainant had been approached by an oil company for a well site lease. Agreement was tentatively reached and the company was given permission to commence site preparation. A cat went into the area and started bulldozing out topsoil and digging pits. The company then realized that this was not the location that they wanted to drill on and the site was reclaimed as best as possible.

Due to the fact that a surface lease or right-of-entry order was not signed or issued, the farmer had no comeback on the company when they could not reach an agreement on damages. We had the farmer submit all evidence and the reasoning for his claim to this Office and after discussions with the oil company and the farmer a price was agreed upon which was mutually acceptable to both parties.

100-1/83-36

The complainant had signed a surface lease with an exploration company. There was non-payment of the annual compensation, which was due in advance on every anniversary year, in the amount of $2,000.00. The complainant had tried on several occasions to contact the company but to date had not met with any success.

We contacted the company directly explaining to them the seriousness of their inaction. We were advised very shortly thereafter by the complainant that a cheque in the amount of $2,000.00 was issued to him and the account is now current.

100-3/83-5

The complainant contacted this Office indicating that he had been advised by the Department of Transportation that an old approach that he had been using to cross a roadway from one field to another would no longer be acceptable due to the potential dangers caused to oncoming traffic by the complainant moving equipment from one field to the other. We contacted the Department of Transportation and submitted all relevant information as well as indicating that this access had been used for sometime with no problem.

The Department of Transportation again reassessed their position and agreed that the access could continue as long as the owner would clear an additional length of brush immediately to the north of the approach and the Department would retain the right to move this approach in the future if and when traffic conditions changed and highway safety affected.

The farmer was satisfied with this as it allowed him to continue to move his equipment from one field to another. The remedial brushing work was done to avoid any potential danger to traffic.

100-3/83-8

The complainant contacted this Office indicating the Department of Transportation was widening a highway in the immediate vicinity of his building. He wished to see the highway widened on the other side of the road as widening on his side would remove a portion of his yard as well as a good portion of his shelter belt.

We became involved and completed an on-site inspection. We advised Transportation that the widening of the road on the other side would not noticeably affect the course of the highway or the traffic visibility factor.

The Department of Transportation concurred, the problem was rectified.

100-3/83-12

The complainant contacted this Office indicating that the Municipal District during the construction of a roadway, placed large rocks on their land adjacent to a fence. He indicated that he was told the rocks would be removed. A crew from the county came out and removed a large portion of the rocks that were in the field but did not remove those by the fence line, indicating that they had been there for some time.

The farmer insisted that the rocks had not been there and were a result of the construction. He removed the rocks himself and billed the Municipal District for $105.00 which they refused to pay.

We contacted the Municipal District and after discussions with them the bill of $105.00 was paid.

110-1/83-7

The complainants contacted this Office indicating that a Municipal District had commenced road widening and was doing this in conjunction with Alberta Transportation. They indicated that Alberta Transportation was not receptive in assuming responsibility for damages incurred to their land, crop, and fences as a result of the construction.

Transportation was contacted and advised this Office that the Municipalities had agreed as part of the joint venture to be responsible for all damages. For that reason Transportation had not pursued this matter further when it was submitted to them. The Department of Transportation however, took it upon themselves to contact the Municipality on behalf of the landowner and this matter was settled to the landowner's satisfaction.

130-1/83-6

The farmer contacted this Office indicating that a claim under the Wildlife Damage Fund had been turned down on a horse which was injured by having its right rear leg fragmented. The horse was destroyed by the owner.

Upon examination of the carcass it was noted that no enter/exit hole was evident to suggest firearms, however there was a large open wound above the first joint of the right rear leg, bone fragments and torn muscle were evident.

The claim was refused for insufficient evidence to indicate that the horse was injured by a firearm. However upon additional information being presented to the committee and verified by the local R.C.M.P., the committee upon the recommendation of this Office, accepted the application, the farmer was paid accordingly.

120-1/83-1

Two neighbours contacted this Office indicating that their land was being damaged by flooding caused by beaver dams. The county involved was contacted and there appeared to be some discrepancy to who was responsible for resolving this problem. It appeared that a culvert under a roadway had been improperly installed therefore not allowing the trapped water to follow the normal drainage pattern. The county in attempting to resolve this problem, passed a resolution indicating that the council request the trapper working for the county, to remove the beavers which were causing the flooding as well as the two culverts being unplugged, with the county accepting the responsibility to keep them open. Also, the county made a request of Alberta Transportation to replace an additional culvert in conjunction with the above.

This remedial action rectified the problem to the farmer's satisfaction.

130-1/83-5

A texas gate was installed by an oil company. It appeared the texas gate was not properly installed nor was it properly maintained, as a result two horses suffered leg injuries. A veterinarian examined the two horses and agreed that the leg injuries to both of the horses were consistent with injuries caused by texas gates. The company refused payment saying that the damages could have resulted from any number of things even though the horses were seen by neighbours attempting to cross the texas gate; the company would not be convinced.

We contacted the company and informed them of our findings and indicated that some benefit of doubt should be extended to the complainant. However they insisted on not paying for both horses. An agreement was reached where $2,000.00 was paid for the one horse. The farmer was reasonably satisfied and the matter was brought to a close.

130-1/83-8

The complainant contacted this Office indicating that he had heard shots during the night and the next morning discovered that a yearling steer had died. He had evidence that shooting of cattle had become common in his area and this was attested to by newspaper articles. Also the fact that only the head and intestines of the steer were left made it difficult to verify that the animal was shot, but circumstances are such that most animals are shot in the body and that a firearm should not be ruled out as a possibility for a cause of death. However the complainant was turned down under the Wildlife Damage Fund, because it could not be shown beyond a shadow of a doubt that the animal had been shot. This Office undertook an appeal to the committee on the complainant's behalf and assembled new information.

An application under the appeal procedure to the committee was made and was successful. The complainant was paid.

130-2/83-3

The complainant contacted this Office indicating that approximately three months prior to the incident he notified the railway office that a portion of their fence was in need of repair. However nothing was done. As a result cattle broke through the fence and the complainant spent over two hours herding these animals back, as well as having to shut down his harvesting operations. He also indicated that portions of the snow fence had collapsed onto his field. This letter was submitted to the railway company, however nothing was done.

The complainant again submitted the letter, no response, he then contacted this Office. We contacted the rail company and explained the situation as portrayed to this Office by the landowner and why we felt in light of the circumstances, his claim should be given consideration. They indicated they would look into the matter further.

We were notified sometime after by the complainant that this matter had been rectified to his satisfaction.

130-3/83-1

The complainant contacted this Office indicating that a bulk fuel dealer delivered gas into his diesel fuel tank. This was not noticed until he had fueled up his tractor and was plowing his summerfallow. By then it was too late and the damage had been done to the injection system as well as to the diesel engine. The insurance company maintained that the gas would not hurt the diesel engine and refused to pay any portion of the approximate $12,500.00 damage.

We contacted the insurance company and they consequently sent out another adjuster who spoke to the farmer's mechanic who disassembled the motor, re-evaluated the report, and in light of this agreed to pay $11,000.00. The complainant paid the additional $2,500.00. This agreement was acceptable to all.

150-1/83-4

The complainant contacted this Office indicating that while a well was in the process of being serviced, frac-fluid was allowed to escape to his adjoining land and vegetable garden. The company informed him that this fluid would not cause any damage whatsoever.

The Energy Resources Conservation Board became involved and investigated the matter. They did not agree with the explanation of the oil company and had them redesign the system involved so that future problems of this nature would not recur. This however still left the matter of damages outstanding.

The oil company and this Office held an on-site meeting and reached an agreement on damages for that year. It was also agreed that the area in question would be looked at yearly to ascertain what, if any, damages remained to the trees. As well, annual tests would be made as to the condition of the soil. Any ongoing losses would be the responsibility of the oil company.

150-1/83-18

A fire apparently started as a result of a railway crew working on the railway right-of-way. Approximately 30 fence posts were damaged together with labour involved in replacing them. As well there was a loss of straw covering approximately 2 acres. The complainant claimed $220.00. The railway company indicated that the claim was too high and in their opinion not the full amount of 30 posts were damaged. Also, in their opinion, as the fire was extinguished shortly thereafter there should be very few grass roots affected. They offered $150.00.

We contacted the railway company to explain to them the extent of the damages and that we were concerned that they arbitrarily discounted the claim without any in-depth investigation. We heard back from the railway company indicating that with the initial information supplied by this Office, the claim has been settled to the complainant's satisfaction.